Ministry of Social Development and Social Innovation

2013/14 Annual Service Plan Report

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Published by the Ministry of Social Development and Social Innovation

Message from the Minister and Accountability Statement

Assisting British Columbians who need help gaining employment, enhancing their independence and participating more in their communities is at the heart of the Ministry of Social Development and Social Innovation's mandate. The province spends approximately $2.5 billion annually to provide these types of supports and services to British Columbians, including 175,000 people receiving income and disability assistance.

People with disabilities are an important part of our society and face various challenges—sometimes it's a barrier to employment, sometimes it's a service that can be improved, and sometimes it's a myth that needs to be dispelled. A comprehensive public consultation process has helped my ministry refocus efforts on how government can work with community and business partners to make B.C. the best place in Canada for people with disabilities.

Achieving full accessibility and improving supports for people with disabilities will continue to be a high priority across government. The ministry and Community Living BC have also continually worked to improve the services available to more than 16,000 adults with developmental disabilities and their families.

Supporting employment opportunities for the under-employed and those able to work is so important to people's independence and well-being. I am pleased that after two years in operation, the Employment Program of British Columbia is offering a full suite of services to help unemployed British Columbians. That includes specialized services for people with disabilities, youth and Aboriginal people. The program is offered through 85 WorkBC employment centres, and more than 100 satellite centres, mobile offices or outreach services, across our province.

The ministry is also responsible for social innovation, which is about finding new ways to address complex social issues, such as homelessness and unemployment, by harnessing the energy of business and community resources together with government. To encourage social innovation, government is ensuring B.C.'s legislative and policy framework better supports social enterprises.

I am pleased that my ministry achieved the government's mandate of a balanced budget, while ensuring it is responding to the needs of people who need support.

The Ministry of Social Development and Social Innovation's 2013/14 *Annual Service Plan Report* compares the actual results to the expected results identified in the June 2013 revised Ministry's 2013/14 - 2015/16 Service Plan. I am accountable for those results as reported.

Honourable Don McRae
Minister of Social Development and Social Innovation

June 27, 2014

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Highlights of the Year

Over the past year, the Ministry of Social Development and Social Innovation invested in programs and services toward achieving our vision of providing services to British Columbians in need. The ministry provided increasingly effective and accessible services to our clients and improved services for persons with disabilities. Following are some of the highlights for the ministry in 2013/14.

Service Delivery

The ministry has a goal of providing a provincially integrated, efficient and standardized technology-enabled approach to service delivery to support positive client outcomes. The ministry implemented several initiatives that provide clients with a more consistent and streamlined experience. *My Self Serve* is a new online portal that provides clients the ability to review their assistance file, including monthly reports and annualized earning exemption limits, when and where they want. This portal is being implemented in a phased approach starting with Prince George and Abbotsford. Telephone service was improved by triaging calls for more-efficient response, and monitoring telephone performance statistics on an ongoing basis. In addition, enhanced call-centre technology offering clients improved options such as a call back feature and up-to-date ministry messages, was introduced in the Fraser and North Regions.

A ministry Client Service Satisfaction Survey that collected feedback on service preferences and the quality of service channels was launched in March 2014. The results will guide the ministry's commitment to continuous service delivery improvement.

The ministry continues to enhance customer service using a Lean process-improvement methodology which reduces waste and maximizes existing resources to ensure that services are efficient and client centred. Two of the areas that have been improved through Lean include the intake process for clients seeking assistance and how the ministry adjudicates health supplement applications.

Approximately 75,000 people apply to receive ministry assistance each year. The review of this intake process identified a number of ways to reduce the amount of time it takes for each client to complete the intake process. As a result, the ministry moved to a centralized intake process which is streamlined and more efficient for both ministry staff and clients.

Health supplements are provided to clients who require a range of health supports from nutritional supplements to medical equipment. The ministry reviews over 16,000 applications for these supplements each year. Through a Lean review, the ministry identified improvements to the adjudication process that will reduce the time it takes for a decision to be made.

Employment Program of BC

The Employment Program of BC supports all unemployed British Columbians in achieving sustainable employment as quickly as possible through an integrated system of employment services and supports. Since implementation in 2012, the one-stop WorkBC Employment Service Centres, located

in 85 communities across B.C., provide a range of pre-employment services and supports so unemployed British Columbians may begin or return to the workforce as quickly as possible. This is a significant improvement over the previous employment model which involved multiple service providers in communities providing, at times, overlapping services. As of March 31, 2014, over 70,000 people were actively receiving services through the Employment Program of BC.

Services to Adults with Developmental Disabilities

Over the past year the ministry made several improvements to the coordination and planning process foradults with development disabilities. This included testing, evaluating and refining a new integrated service delivery model to support individuals with developmental disabilities and their families in navigating cross-government services during times of life transitions. In five early implementation sites located around the province, ministry "navigators"work directly with individuals and their families, Community Living BC and service providers to plan for and coordinate supports and services. Four of these sites focus on youth and young adults age 16 to 25 and the fifth site is focused on older adults age 55 and over. A youth-focused improvement involved a simplification of the Persons with Disabilities designation for youth eligible for disability benefits and Community Living BC supports.

Disability White Paper

Government has set the vision for B.C. to be the most progressive place for people with disabilities to live in Canada. To support this vision the ministry is developing a white paper on improving the lives of those living with disabilities. The Disability White Paper consultation launched December 3, 2013. British Columbians were asked to provide input and ideas about how we, as a society, can increase accessibility and decrease barriers for people living with disabilities.

The White Paper consultation process employed numerous channels for input including online/website, phone, mail, email and face-to-face sessions. The consultation included 1,149 attendees at 23 in-person sessions in 15 communities along with nearly 28,000 website visits. The consultation resulted in over 7,500 comments and suggestions. The formal consultation period closed on March 11, 2014, a date coinciding with the anniversary of Canada's ratification of the United Nations Convention on the Rights of Persons with Disabilities. Findings are being compiled in a consultation report that will be released in summer 2014.

Social Innovation

Social innovation refers to new ideas that are developed through collaboration across organizations, sectors and communities which better address complex social, cultural, economic and environmental challenges. This collaboration occurs through our leadership of the BC Partners for Social Impact which works to build capacity for social innovation, with a specific focus on social enterprise and social finance.

The creation of Community Contribution Companies – hybrid corporations that can pay dividends to shareholders but must direct the majority of their profits toward a social purpose – was one result of this collaborative work. In July 2013 the regulations supporting the creation of these companies

came into effect. As of March 31, 2014, 15 British Columbia social enterprises had incorporated under this model.

The ministry identified additional ways to support social enterprises by entering into two innovative Labour Market Partnership Agreements: one with Enterprising Non-Profits to evaluate the skills training and employment opportunities that social enterprises provide, and another with the University of British Columbia's ISIS Research Centre to research B.C.'s social venture sector and its human resource challenges.

Purpose of Ministry

The Ministry of Social Development and Social Innovation focuses on providing British Columbians in need with a system of supports to help them achieve their social and economic potential.

The key accountabilities of the ministry include:

- Provision of income assistance to those in need;
- Delivery of employment program and services to unemployed or underemployed individuals, employers and communities, including employment supports for clients with disabilities;
- Support for community living services that help adults with developmental disabilities and their families develop connections and inclusion with their community; and
- Support and encouragement for social innovation and social entrepreneurship to improve social outcomes for all British Columbians.

The effective delivery of the ministry's mandate relies on key legislation, including: the *Employment and Assistance Act*, the *Employment and Assistance for Persons with Disabilities Act*, and the *Community Living Authority Act*.

The ministry leads the provision of core programs and services for those with disabilities, the unemployed and underemployed, and their families to help them achieve independence and inclusion. The ministry is also responsible for supporting Canada's commitment to the United Nations Convention on the Rights of Persons with Disabilities and assisting with the coordination of Canada's response to the United Nations.

Community Living BC

Community Living BC is a provincial Crown agency that delivers supports and services to adults with developmental disabilities and their families in the province. The agency works to assist adults and their families, and helps to create communities where people with developmental disabilities have more choices about how they live, work and contribute. The ministry oversees Community Living BC's operational and financial accountability frameworks as well as ongoing work to improve supports and service delivery systems.

Employment Program of BC

Community based employment services provide a range of services to citizens who are unemployed and underemployed through WorkBC Employment Centres, outreach facilities and online options. A key aspect of this program is to support specialized populations including persons with disabilities, youth, aboriginal people, immigrants, people living in remote and rural areas and Francophones. The effectiveness and accessibility of these programs and services are closely monitored and adjustments are made where necessary.

Advocate for Service Quality

Clients may request service from the independent Advocate for Service Quality for assistance. The Advocate provides support to individuals to advocate for themselves and to work through processes as they interact with government. Based on the *Cross Ministry Transition Planning Protocol for Youth with Special Needs* report, the mandate of the Advocate was expanded to include monitoring youth with special needs as they transition into adulthood.

Employment and Assistance Appeal Tribunal

Individuals who do not believe a sound decision was made by the ministry regarding their eligibility to receive assistance or supplements can appeal to the Employment and Assistance Appeal Tribunal, a quasi-judicial body that provides an independent and accessible appeal process. Its mandate is to deliver timely and fair decisions when reviewing Ministry of Social Development and Social Innovation determinations related to income assistance, persons with disability designation and supplements, as well as the Ministry of Children and Family Development determinations related to the child care subsidy program.

Social Innovation

Another responsibility of the ministry is to enable the development of innovative approaches to tackling the province's most complex social challenges, which further support British Columbians and B.C. communities to achieve their social and economic potential. To maximize the impact of this work, the ministry collaborates with partners within provincial, federal and local government organizations; the not-for-profit sector; and the business community. Specifically, the ministry is exploring ways to apply private investment capital to social problems, support social-purpose businesses, and work with communities across the province to showcase and enable local innovators and entrepreneurs.

Strategic Context

The ministry provides support and assistance to unemployed and underemployed British Columbians, including people with disabilities. The provision of services is influenced by the ministry's partnerships, the economy, changing demographics and new technologies.

The Social Sector

Ministry clients have many needs including medical services, residential care, housing and rent subsidies. The ministry works closely with the Ministry of Health, BC Housing and the Office of Housing and Construction Standards to help clients access the supports they require to help ensure their needs are met. B.C.'s Off Reserve Aboriginal Action Plan is one example of how collaboration with the Ministry of Aboriginal Relations and Reconciliation supports the needs of aboriginal clients.

As youth with special needs age out of Ministry of Children and Family Development programs they, and their families, may transition to adult services. To aid transition the ministries work together to streamline the transition process. Additionally, the ministry serves people with developmental disabilities by working with Community Living BC to ensure the most appropriate services are provided.

Economic Outlook

British Columbia's real GDP increased by 2.0 per cent in 2013 (according to preliminary GDP by industry data from Statistics Canada), following growth of 1.5 per cent in 2012. Annual gains were observed in consumer spending, manufacturing shipments and exports, while modest declines occurred in employment and housing starts. Several risks to British Columbia's economy remain, including slowing domestic activity, weakness in the US economic recovery, the ongoing sovereign debt situation in Europe, slowing Asian demand and exchange rate volatility.

Caseload

The ministry's caseload is impacted by both the economy and changing demographics. The structure of the labour market is changing with more part-time employment and a shift from manufacturing jobs to service-oriented jobs which require different skill sets. The ministry's temporary assistance caseload declined by six percent in 2013/14.

British Columbia continued to experience demographic shifts as a result of longer life expectancies, low birth rates and an aging baby boomer generation. Not only has the population grown, but the population has aged and the incidence of persons with disabilities has increased, resulting in the ministry's disability assistance caseload continuing its upward trend, increasing by four percent this past year. Medical and technological advances mean older individuals enjoy a longer life expectancy but also have a higher likelihood of significant health issues compared to younger cohorts which increases the disability caseload. As a result, the ministry continues to see a shift from temporary assistance to disability assistance.

Service Delivery

The ministry is committed to providing quality service that is consistent and responsive no matter where or how it is delivered. The diverse geography of the province and needs of clients have guided how the ministry develops its service delivery strategy. Traditionally clients access ministry services through a variety of channels such as face-to-face, mail, email and fax. Clients have demonstrated an interest and willingness to access services through alternative channels such as telephone and online. This supports the ministry's development and integration of both new and traditional modes of service delivery.

The ministry also worked with all levels of government, the business sector, non-profit groups, community organizations and citizens to develop an integrated approach that increases community inclusion opportunities for persons with disabilities.

Performance Results Summary Table

Goal 1: British Columbians in need have access to income assistance and receive the appropriate supports to meet their changing needs. For greater detail see pages 13 to 14	**2013/14 Target**	**2013/14 Actual**
1.2 Supplementary supports are available and delivered through accessible channels to assist the changing and individual needs of British Columbians. Percent of reconsideration decisions that are made within time frames.	100%	97% SUBSTANTIALLY ACHIEVED
Goal 2: Accessible services that support increased independence and sustainable employment for those British Columbians in need. For greater detail see pages 14 to 17	**2013/14 Target**	**2013/14 Actual**
2.1 The resilience of families and youth in B.C. is enhanced so that they can achieve increasingly positive economic outcomes and greater well-being. Expected to Work caseload as a percentage of the population aged 19-64	1.3%	1.2% ACHIEVED
Median length of time clients with employment obligations receive assistance (months)	5.7	6.8 NOT ACHIEVED
2.2 Ensure effectiveness of the new Employment Program of BC. Percent of active claimants of Employment Program of BC that receive case management services.	42%	38% NOT ACHIEVED
Percent of Employment Program of BC case managed clients who receive employment and/or community attachment.	30%	40% EXCEEDED
Goal 3: Support British Columbians in need who have disabilities by providing an effective system of support to gain and maintain meaningful independence and inclusion in their community. For greater detail see pages 17 to 20	**2013/14 Target**	**2013/14 Actual**
3.1 Support a comprehensive and integrated system of supports and services for Persons with Disabilities. Percent of applications for Persons with Disabilities designation completed within ministry timelines.	100%	99.9% ACHIEVED
3.2 Engage British Columbians across sectors to promote programs and services that enhance community inclusion for Persons with Disabilities. Percent of Persons with Disabilities cases with declared earnings.	14.2%	15.6% EXCEEDED

Goals, Objectives, Strategies and Performance Results

Goal 1: British Columbians in need have access to income assistance and receive the appropriate supports to meet their changing needs.

Objective 1.2: Supplementary supports are available and delivered through accessible channels to assist the changing and individual needs of British Columbians.

Strategies

- Provide supplemental assistance to eligible clients including subsidized bus passes and dental and optical assistance.
- Provide eligible low income seniors with the Senior's Supplement.
- Provide eligible low and moderate income families that have children with dental and optical assistance through the Healthy Kids Program.

Performance Results

Performance Measure 1: Percent of reconsideration decisions that are made within legislated time frames.

Performance Measure	2001/02 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percent of reconsideration decisions that are made within time frames.	82%	88%	100%	97% SUBSTANTIALLY ACHIEVED	100%	100%	100%

Data Source: Integrated Case Management and Corporate Data Warehouse, Ministry of Social Development and Social Innovation

Discussion

The ministry has a two-stage appeal process for clients who are unsatisfied with a decision regarding eligibility for assistance. Clients have the right to request a reconsideration of an eligibility decision. The reconsideration is a new and final decision of the ministry that is determined independently from the work unit that made the original eligibility decision. If unsatisfied with this decision, a client may file an appeal with the Employment and Assistance Appeal Tribunal.

After the ministry receives a reconsideration request a decision must be made and mailed within 10 business days; a client can request an extension of 10 additional business days if more time is needed to collect and submit information. This measure indicates how well the ministry is doing in meeting the legislated time limit for conducting a reconsideration request; a higher percentage means clients are receiving timely decisions. The substantial increase observed this year resulted from cross training reconsideration staff in multiple eligibility categories, which provided flexibility to address periodic increases in volumes. The ministry has carefully monitored reconsideration request volumes to ensure it can deliver timely service. Nearly all requests that do not meet timeslines are the results of factors outside the ministry's control.

Goal 2: Accessible services that support increased independence and sustainable employment for those British Columbians in need.

Objective 2.1: The resilience of families and youth in B.C. is enhanced so that they can achieve increasingly positive economic outcomes and greater well-being.

Strategies

- Reduce unnecessary dependency on income assistance by ensuring that the ministry's programs and initiatives support people to work.
- Engage relevant government and community partnerships in discussions on reducing intergenerational dependency.
- Youth and Family Partnership clients are provided with integrated services and supports to increase employment and independence.
- Use client needs assessment to align employment services with individual client needs.

Performance Results

Performance Measure 2: Expected to Work caseload as a percentage of the population age 19 to 64. [1]

Performance Measure	2001/02 Baseline	2012/13 Actual	2013/14 Target	2013/14 Forecast	2014/15 Target	2015/16 Target	2016/17 Target
Expected to Work caseload as a percentage of the population aged 19 – 64.	3.6%	1.3%	1.3%	1.2% ACHIEVED	1.2%	1.2%	1.1%

Data Source: Research Branch, Ministry of Social Development and Social Innovation

* BC Stats regularly revises their population numbers and the revisions are retrospective. For consistency and accuracy, the most current population data is used to calculate the measure. As a result, there may be some changes in the measure due to changes in BC Stats population estimates.

Discussion

Clients who are employable are considered employment obligated and must participate in employment-related activities for the purpose of achieving financial independence. This measure tracks the percentage of B.C.'s population between the ages of 19 and 64 receiving temporary assistance with employment-related obligations.

The ministry has achieved its target for this measure in 2013/14 due to declines in the employment-obligated caseload, as unemployment decreased. Research has found that, in a recession, caseload declines occur at a slower rate than the caseload increase, suggesting that the caseload is more sensitive to increases in unemployment than to declines in unemployment. It is expected that the reduction in the Ministry's employment-obligated caseload will continue to decline but that it will lag behind improvements in the economy.

[1] This measure includes both Expected-to-Work (ETW) and Expected-to-Work Medical Condition (ETWMC) clients. The ETWMC designation was not introduced until April 2004 so, in the baseline, ETW and what would have been ETWMC clients if the designation existed would have been included. For consistency and comparability, ETWMC is included in all the years.

Performance Measure 3: Median length of time clients who have employment obligations receive Income Assistance.[2]

Performance Measure	2001/02 Baseline	2012/13 Actual	2013/14 Target	2013/14 Forecast	2014/15 Target	2015/16 Target	2016/17 Target
Median length of time clients with employment obligations receive assistance (months).*	4.2	7.3	5.7	6.8 NOT ACHIEVED	6.7	6.7	6.6

Data Source: Research Branch, Ministry of Social Development and Social Innovation

* Since median durations measure the number of months it takes for half of a cohort of new starting employment obligated clients to stop receiving assistance from the start of assistance, it can only be done retrospectively so there is a lag in reporting.

Discussion

The ministry closely monitors the length of time clients receive assistance. Median durations measure the number of months it takes for half a cohort of new starting employment obligated clients to stop receiving assistance. Lengthy durations signify new employment-obligated cases are having more difficulty becoming independent and are at greater risk of becoming a long-term client. Durations on assistance can lengthen if economic opportunities are limited, as during the recent downturn, or because new clients have more barriers to employment. The ministry has set aggressive targets for this measure as it is an important indicator of how well clients are gaining economic independence. While the ministry did not meets its target in 2013/14 there were modest improvement over the previous year. As the economy continues to recover and job opportunities increase, it is expected that median durations will continue to decline.

[2] The targets for this measure have been revised upward. Median durations have been running higher than previously expected due to continuing high unemployment rates. The measure has been revised to be more in line with what is actually occurring.

Objective 2.2: Ensure effectiveness of the new Employment Program of BC.

Strategies

- Ensure access to Employment Program of BC services via a network of WorkBC Employment Service Centres operated by service providers located across the province.
- Reduce access barriers for all clients of employment and labour market services, including persons with disabilities, immigrants, youth and other specialized populations, by engaging experts through advisory panels.
- Create opportunities for partnerships and innovation at the community and employer level.
- Assist vulnerable youth and adults to move towards independence and self-reliance by providing employment services and supports to assist them to lead more meaningful and productive lives.

Performance Results

Performance Measure 4: Percent of active claimants served with the Employment Program of BC.

Performance Measure	2012/13 Baseline Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percent of active claimants of Employment Program of BC that receive case management services.	40%[3]	42%	38% NOT ACHIEVED	44%	45%	46%

Data Source: Employment and Labour Market Services Division, Ministry of Social Development and Social Innovation

[3] The baseline for this measure has been revised since the release of the Ministry of Social Development and Social Innovation 2014/15 – 2016/17 Service Plan. The ministry is now using more accurate data and as result targets measure has been revised to align with the new baseline.

Discussion

This measure is intended to show the percentage of case-managed Employment Insurance clients served by the Employment Program of BC and is sensitive to the economy of B.C. and provincial labour market conditions. This year the number of clients applying for and receiving Employment Insurance benefits in B.C. declined due to an improving economy resulting in a lower percentage of active claimants than previously projected. Many individuals accessing the Employment Program of BC do not require case management services and may only access self-employment services, such as job search aids or assistance with a resumé.

This is particularly true of many Employment Insurance claimants, who have work experience, may be recently unemployed and require only light services to re-enter the labour market – there is no need to case manage these individuals. Employment Insurance recepients are just one of the categories of British Columbians eligible to receive case managed services through WorkBC Employment Centres. The overall rate of Employment Program clients who actively receive case management services is much higher, at 84%.

Performance Measure 5: Percent of Employment Program of BC clients obtaining outcomes (employment and/or community attachment).

Performance Measure	2012/13 Baseline	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percent of Employment Program of BC case managed clients who receive employment and/or community attachment.	45%	30%	40% EXCEEDED	49%	51%	53%

Data Source: Employment and Labour Market Services Division, Ministry of Social Development and Social Innovation

Discussion

One objective of the Employment Program of BC is to support clients in achieving and sustaining employment as quickly as possible. This measure reflects the percentage of clients who complete case managed services and move on to successful outcomes of either employment or community attachment.

The difference between the employment rates in the first two years of the program is reflective of more clients completing case management activities and being eligible for an outcome in the second year of the program. In the first year, more job-ready people obtained employment, resulting in a higher overall employment rate. By the second year, other people requiring longer term interventions began to complete case management, resulting in a more representative employment rate.

Goal 3: Support British Columbians in need who have disabilities by providing an effective system of support to gain and maintain meaningful independence and inclusion in their community.

Objective 3.1: Support a comprehensive and integrated system of supports and services for Persons with Disabilities.

Strategies

- Provide adults with disabilities access to high quality, responsive supports and services that enable them to meet their needs, participate as full citizens and have improved outcomes.
- Facilitate access to all supports outside of income assistance for families who provide support to family members with a disability.
- Work collaboratively with other ministries and local, regional and provincial partners to continue the integration and alignment of innovative and inclusive disability supports and services to improve outcomes for Persons with Disabilities and their families.
- Improve the transition from youth services for children with special needs by identifying and assisting eligible youth to begin the application process at age 17 and a half to come on at age 18 to access the ministry's disability assistance program and adult community living services offered through Community Living BC.

Performance Results

Performance Measure 6: Meeting timelines for processing Persons with Disabilities applications.

Performance Measure	2010/11 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percent of applications for Persons with Disabilities designation completed within ministry timelines.	99%	99%	100%	99.9% ACHIEVED	100%	100%	100%

Data Source: Provincial Service Branch, Ministry of Social Development and Social Innovation

Discussion

The Health Assistance Branch adjudicates applications for designation as a person with a disability. This is a time-intensive process, requiring the review of detailed medical evidence and a close examination of all case materials. The adjudication process reflects the commitment to reach fair and consistent decisions that comply with legislative requirements and the principles of administrative fairness. A triage process allows the ministry to identify cases involving urgent medical situations or children with disabilities which require expedited adjudication.

This measure indicates the percentage of applications that were completed within the ministry's timelines. The ministry has a service standard of 90 days for applications which is similar to comparable jurisdictions in Canada. A number of resource factors contributed to achieving this target including: realigning staff duties to facilitate the triage process, increasing the number of adjudicators dedicated to these applications and reallocating resources on a limited basis until new adjudicators were fully trained. These efforts ensure that clients with a disability are able to receive the additional supports available to them in a timely manner.

Objective 3.2: Engage British Columbians across sectors to promote programs and services that enhance community inclusion for Persons with Disabilities.

Strategies

- Continue to work with sector partners to develop and implement initiatives to enhance community inclusion for persons with disabilities.
- Support the mandate of the Minister's Council on Employment and Accessibility to develop solutions and strategies to improve the lives of British Columbians with disabilities and their families, particularly through partnership with business, community organizations, citizens with disabilities and their families.
- Continue to develop and identify opportunities for inclusion for increasing persons with disabilities' employment outcomes by engaging with stakeholders and the public to identify barriers and solutions to improving employment outcomes.
- Continue to seek an understanding of different perspectives by building awareness through the partnerships within the business and community sectors to create opportunities for solutions.

Performance Results

Performance Measure 7: Percent of Persons with Disabilities cases with declared earnings.[4]

Performance Measure	2002/03 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percent of Persons with Disabilities cases with declared earnings.	11.2%	14.3%	14.2%	15.6% EXCEEDED	16.2%	16.3%	16.4%

Data Source: Research Branch, Ministry of Social Development and Social Innovation

Discussion

The Employment Program of BC provides a range of specialized services to help individuals with disabilities participate in their community; pursue employment goals as they are able, increase their self-reliance and build skills and experience that may lead to employment. The ministry also provides other supports for Persons with Disabilities to work, including earnings exemptions. Earnings exemptions for Persons with Disabilities were increased in the fall of 2012 to help families become self-sufficient so they can contribute to an expanding economy and healthy communities.

[4] Note that this measure has been revised upward. The percent of Persons with Disabilities (PWD) cases declaring earnings was running higher than previously stated due to policy changes that occurred in late 2012 and early 2013. In October 2012, earnings exemption levels for PWD were increased and, in January 2013, annualized earnings exemptions were introduced. These changes increased the number of PWD cases declaring earnings, thereby impacting the measure.

Report on Resources: Summary Table

	Estimated	Other Authorizations	Total Estimated	Actual	Variance[1]
Operating Expenses ($000)					
Income Assistance	1,684,238	0	1,684,238	1,695,949	11,711
Employment[2]	55,488	0	55,488	15,435	(40,053)
Community Living BC[3]	728,777	21,940	750,717	780,678	29,962
Employment and Assistance Appeal Tribunal	1,751	0	1,751	1,700	(51)
Executive and Support Services	16,961	0	16,961	15,392	(1,569)
Sub-Total	**2,487,215**	**21,940**	**2,509,155**	**2,509,155**	**0**
Adjustment of Prior Year Accrual[4]	0	0	0	(1,721)	(1,721)
Total	**2,487,215**	**21,940**	**2,509,155**	**2,507,434**	**1,721**
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)					
Executive and Support Services[5]	39,621	0	39,621	38,915	(706)
Total	**39,621**	**0**	**39,621**	**38,915**	**(706)**

1 Variance represents "Actual" minus "Total Estimated." If the "Actual" is greater than the "Total Estimated" the "Variance" will be displayed as a positive number.

2 Reflects employment costs, net of federal recoveries. Total spending on employment programs increased to over $305 million.

3 Other authorizations refers to contingency access, which in addition to reallocated ministry savings, were used to offset CLBC caseload pressure.

4 The Adjustment of Prior Year Accrual includes a $1.547 million reduction to Healthcare Benefit Trust Unfunded Liability.

5 Capital expenditures for Executive Support and Services include amounts for fleet vehicles, office equipment, system enhancements and Integrated Case Management (ICM).

Annual Service Plan Report Appendices

Appendix A: Ministry Contact Information

Service BC refers members of the public to the appropriate ministry office and transfers calls and forwards emails free of charge. Hours of operation for Service BC are 7:30 a.m. to 5:00 p.m., Monday through Friday, excluding statutory holidays.

- In Victoria, call: 250 387-6121
- In the Lower Mainland, call: 604 660-2421
- Elsewhere in British Columbia call: 1 800-663-7867
- Outside British Columbia call: 1 604 660-2421
- Email address: EnquiryBC@gov.bc.ca

Telephone device for the deaf and hearing impaired (TDD)

- In the Lower Mainland, call: 604 775-0303
- Elsewhere in British Columbia, call: 1 800 661-8773

Employment and Income Assistance

As of March 31, 2014, the ministry has 57 Employment and Income Assistance offices and 29 partnerships with Service BC locations throughout British Columbia. To find the office that provides services for a specific community, go to: http://www.mhr.gov.bc.ca/contacts/city.htm or contact the ministry toll free by telephone from anywhere in the province at 1 866 866-0800.

Employment and Labour Market Services

The Employment Program of BC makes it easier for people to find work through a wide range of integrated employment services and supports. For more information on services and supports provided for a specific community, go to: http://www.workbc.ca/Work-BC-Centres/Pages/Work-BC-Centres.aspx.

Appendix B: Hyperlinks to Additional Information

Advocate for Service Quality: www.eia.gov.bc.ca/advocate

BC Partners for Social Impact: socialimpactpartners.ca

Community Living British Columbia: www.communitylivingbc.ca

Disability White Paper: engage.gov.bc.ca/disabilitywhitepaper/

Employment and Assistance Appeal Tribunal: www.gov.bc.ca/eaat

Integrated Case Management: www.integratedcasemanagement.gov.bc.ca

Online Resource (BC Employment and Assistance Policies and Procedures): www.gov.bc.ca/meia/online_resource

Personal Supports: www.personalsupports.bc.ca

Self-Serve Assessment and Application Tool: www.iaselfserve.gov.bc.ca

WorkBC: www.workbc.ca/Job-Seekers/Employment-Services/WorkBCCentres